



Non-Merit Job Vacancy Announcement

SYSTEMS SUPPORT COORDINATOR

Pay Grade:	14	Position Type:	Part Time
Salary or Range:	\$18.07 - 23.94 hourly	Work Schedule:	SAT & SUN
FLSA Designation:	Non-Exempt	Work Week:	40 Hours

Agency: Department Of Military Affairs -Administrative Services Division - Boone National Guard Center
Work Address: 100 Minuteman Pkwy Building 154, Frankfort Kentucky 40601
Work County: Franklin

AGENCY COMMENTS:

This position is an Unclassified, Non-Merit, Non-Chapter position under KRS 36.040(1)(r).

Individual must be able to obtain a Secret Security Clearance and a Security plus Certified within 6 months of hire.

DESCRIPTION OF JOB DUTIES:

This position will work 12 hour shifts; on Saturday 12 hours on Sunday 12 hours, every other weekend. Responsible for agency hardware, systems software and applications software portfolio, including maintenance of data dictionaries. Provide technical support that rapidly identifies and develops corrections for telecommunication, hardware and software issues. TIER 2 supports for information technology assistance, from customers and resolving problems. Responsible for installing and maintaining hardware and software for standardizing initial loads or technology refresh through remote desktop software Systems Management Server (SMS). Upgrade, install and manage cell phone and blackberry hardware and software updates. Monitors performance of servers on local area networks and takes action to mitigate network or system degradation. Provide complex IT assistance. Support shall include both telephonic response and hands-on resolution of problems, both hardware and software related. Receive and input into the help desk software service requests from telephone, email and web-based forms submitted by the users and interface with the help desk database. Performs maintenance on user accounts using Active Directory on both KY network accounts and web conferencing server accounts.

MINIMUM REQUIREMENTS:

EDUCATION:

Graduate of a college or university with a bachelor's degree.

EXPERIENCE:

Must have four years of professional systems support experience.

Substitute EDUCATION for EXPERIENCE:

Related technical or vocational training will substitute for the bachelor's degree requirement on a year-for-year basis. A master's degree in computer science will substitute for the one year of the experience requirement.

Substitute EXPERIENCE for EDUCATION:

Experience in computer programming, network services, systems support or production support will substitute for the bachelor's degree requirement on a year-for-year basis.

SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):

NONE

ADDITIONAL REQUIREMENTS:

Upon appointment, employees in this class may be required to maintain a valid driver's license and required to drive a licensed vehicle. This status may be necessary for the length of time in this class. If this is necessary it will be listed in the specific position description for that position. Applicants and employees in this job title may be required to submit to a drug screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

BENEFITS: *Benefits are based on the position type (full-time versus part-time) and can be viewed on the Benefits Schedule within the [Employee Handbook](#).*

HOW TO APPLY / APPLICATION PROCESS:

(DEADLINE: 6/6/2016)

[Posted on: 5/27/2016]

Applicants must create a state application by clicking on the COS Website listed below. Once your application has been created, please email your state application to Teresa Lee before the closing date listed on the job announcement.

****Applicants will NOT apply online through the COS website****

COS Website

<https://sjobs.brassring.com/TGWebHost/home.aspx?partnerid=20101&siteid=5031>

Contact Name: Teresa Lee

Contact Method: 502-607-1237 or
teresa.r.lee2.nfg@mail.mil

THE COMMONWEALTH OF KENTUCKY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, NATIONAL ORIGIN, SEX, AGE, DISABILITY, SEXUAL ORIENTATION, GENDER IDENTITY, GENETIC INFORMATION OR VETERAN STATUS. REASONABLE ACCOMMODATIONS ARE PROVIDED UPON REQUEST.

